

# Virginia Department of Health Professions

## Patient Care Disciplinary Case Processing Times: Quarterly Performance Measurement, Q2 2012 - Q2 2016

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Director

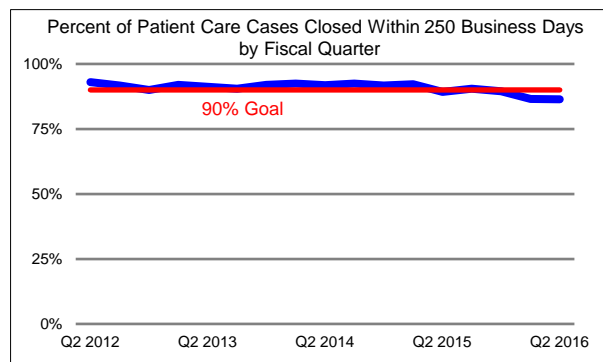
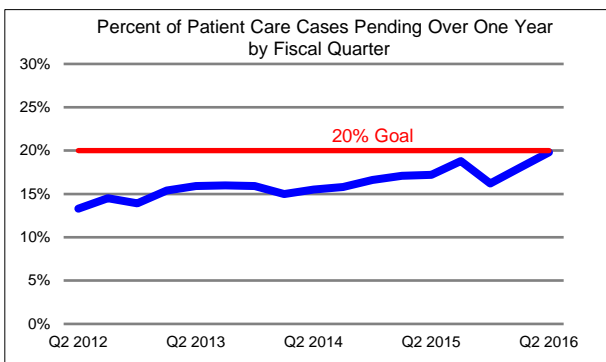
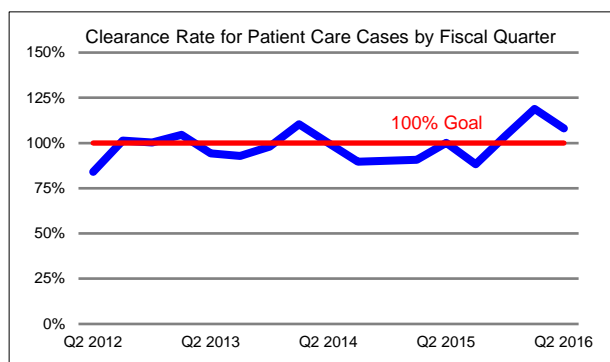
*"To ensure safe and competent patient care by licensing health professionals, enforcing standards of practice, and providing information to health care practitioners and the public."*  
**DHP Mission Statement**

In order to uphold its mission relating to discipline, DHP continually assesses and reports on performance. Extensive trend information is provided on the DHP website, in biennial reports, and, most recently, on Virginia Performs through Key Performance Measures (KPMs). KPMs offer a concise, balanced, and data-based way to measure disciplinary case processing. These three measures, taken together, enable staff to identify and focus on areas of greatest importance in managing the disciplinary caseload; Clearance Rate, Age of Pending Caseload and Time to Disposition uphold the objectives of the DHP mission statement. The following pages show the KPMs by board, listed in order by caseload volume; volume is defined as the number of cases received during the previous 4 quarters. In addition, readers should be aware that vertical scales on the line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

**Clearance Rate** - the number of closed cases as a percentage of the number of received cases. A 100% clearance rate means that the agency is closing the same number of cases as it receives each quarter. DHP's goal is to maintain a 100% clearance rate of allegations of misconduct through the end of FY 2016. The current quarter's clearance rate is 108%, with 924 patient care cases received and 999 closed.

**Age of Pending Caseload** - the percent of open patient care cases over 250 business days old. This measure tracks the backlog of patient care cases older than 250 business days to aid management in providing specific closure targets. The goal is to maintain the percentage of open patient care cases older than 250 business days at no more than 20% through the end of FY 2016. The current quarter shows 20% patient care cases pending over 250 business days with 2,331 patient care cases pending and 462 pending over 250 business days.

**Time to Disposition** - the percent of patient care cases closed within 250 business days for cases received within the preceding eight quarters. This moving eight-quarter window approach captures the vast majority of cases closed in a given quarter and effectively removes any undue influence of the oldest cases on the measure. The goal is to resolve 90% of patient care cases within 250 business days through the end of FY 2016. The current quarter shows 86% percent of patient care cases being resolved within 250 business days with 968 cases closed and 836 closed within 250 business days.



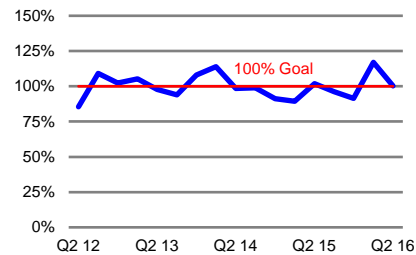
## Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

**Nursing** - In Q2 2016, the clearance rate was 100%, the Pending Caseload older than 250 business days was 8% and the percent closed within 250 business days was 88%.

Q2 2016 Caseloads:

Received=497, Closed=498  
Pending over 250 days=83  
Closed within 250 days=439

### Clearance Rate

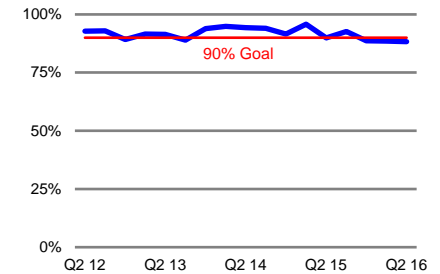


### Age of Pending Caseload

(percent of cases pending over one year)



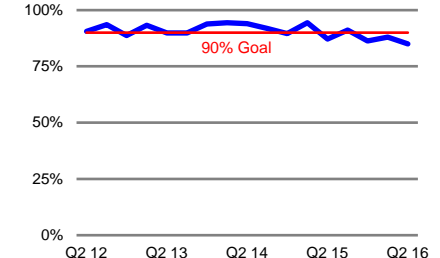
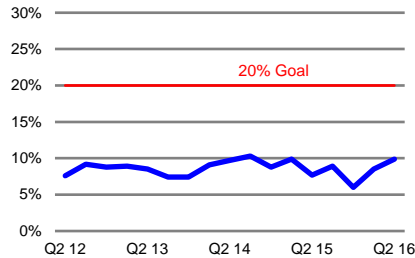
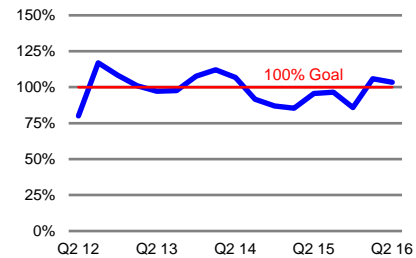
### Percent Closed in 250 Business Days



**Nurses** - In Q2 2016, the clearance rate was 103%, the Pending Caseload older than 250 business days was 10% and the percent closed within 250 business days was 85%.

Q2 2016 Caseloads:

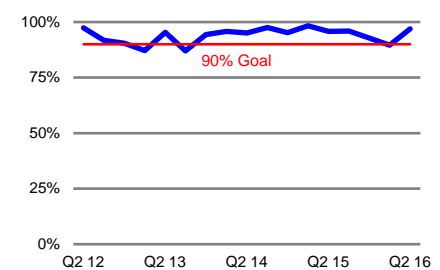
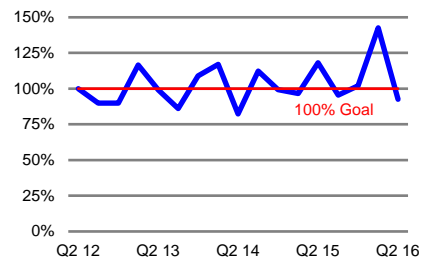
Received=349, Closed=361  
Pending over 250 days=76  
Closed within 250 days=306



**CNA** - In Q2 2016, the clearance rate was 93%, the Pending Caseload older than 250 business days was 3% and the percent closed within 250 business days was 97%.

Q2 2016 Caseloads:

Received=148, Closed=137  
Pending over 250 days=7  
Closed within 250 days=133



Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

# Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

## Clearance Rate

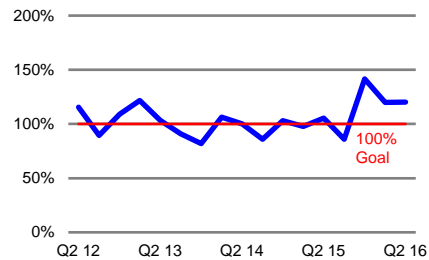
**Medicine** - In Q2 2016, the clearance rate was 120%, the Pending Caseload older than 250 business days was 29% and the percent closed within 250 business days was 94%.

### Q2 2016 Caseloads:

Received=224, Closed=269

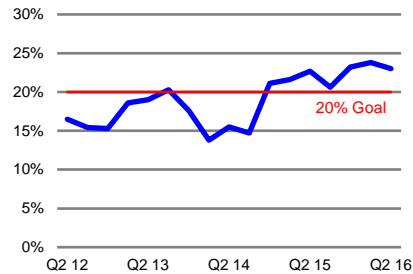
Pending over 250 days=113

Closed within 250 days=231

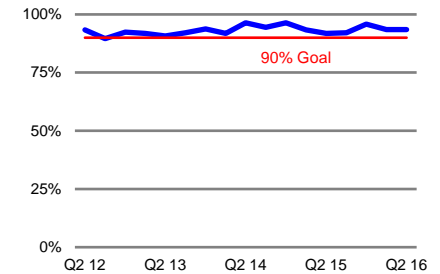


## Age of Pending Caseload

(percent of cases pending over one year)



## Percent Closed in 250 Business Days



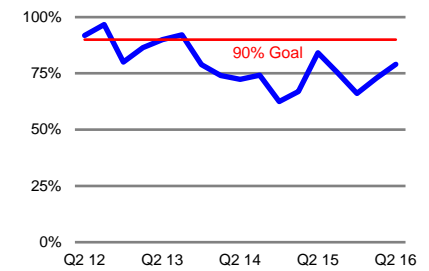
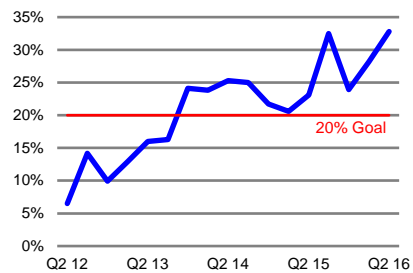
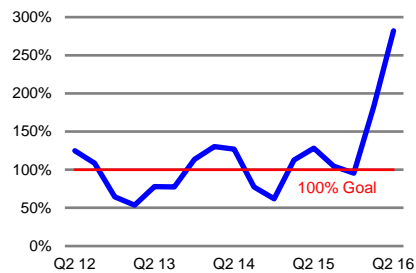
**Dentistry** - In Q2 2016, the clearance rate was 282%, the Pending Caseload older than 250 business days was 33% and the percent closed within 250 business days was 79%.

### Q2 2016 Caseloads:

Received=39, Closed=110

Pending over 250 days=60

Closed within 250 days=83



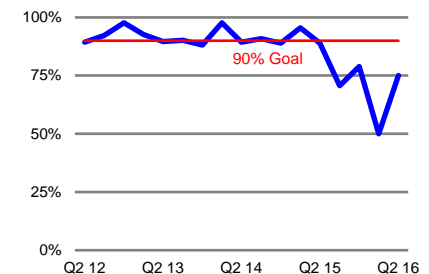
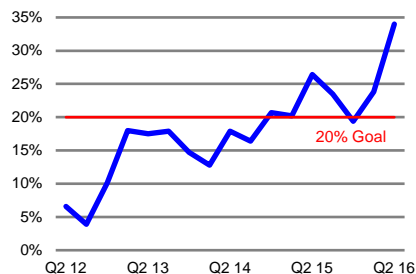
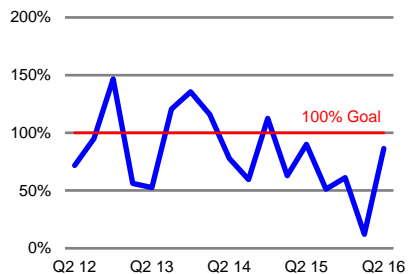
**Pharmacy** - In Q2 2016, the clearance rate was 86%, the Pending Caseload older than 250 business days was 34% and the percent closed within 250 business days was 75%.

### Q2 2016 Caseloads:

Received=37, Closed=32

Pending over 250 days=55

Closed within 250 days=24



Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

# Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

**Veterinary Medicine** - In Q2 2016, the clearance rate was 95%, the Pending Caseload older 250 business days was 20% and the percent closed within 250 business days was 58%.

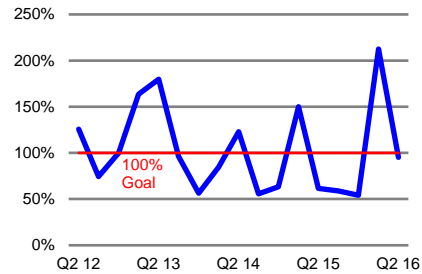
Q2 2016 Caseloads:

Received=43, Closed=41

Pending over 250 days=25

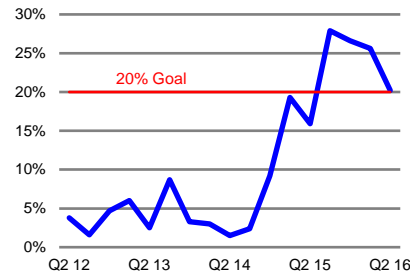
Closed within 250 days=22

## Clearance Rate

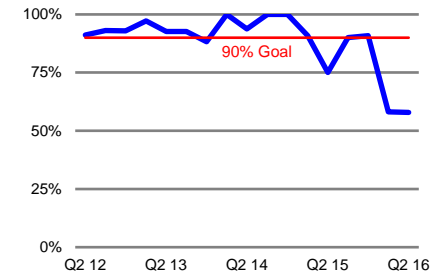


## Age of Pending Caseload

(percent of cases pending over one year)



## Percent Closed in 250 Business Days



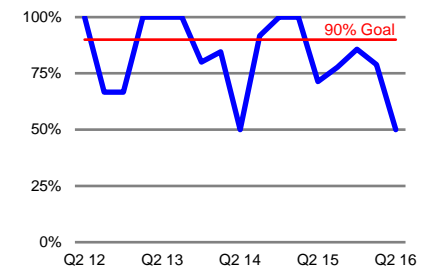
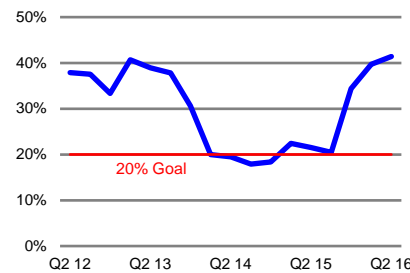
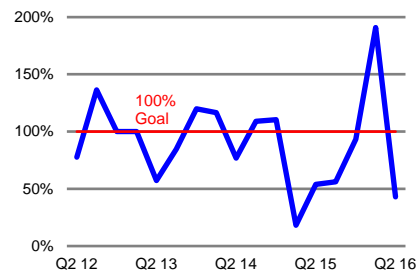
**Counseling** - In Q2 2016, the clearance rate was 43%, the Pending Caseload older than 250 business days was 41% and the percent closed within 250 business days was 50%.

Q2 2016 Caseloads:

Received=14, Closed=6

Pending over 250 days=29

Closed within 250 days=3



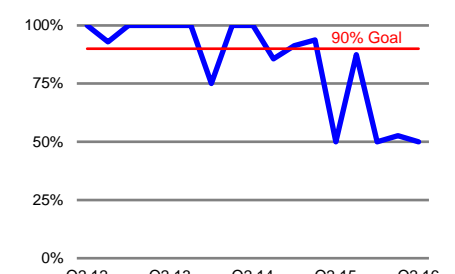
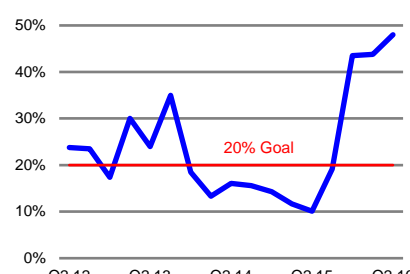
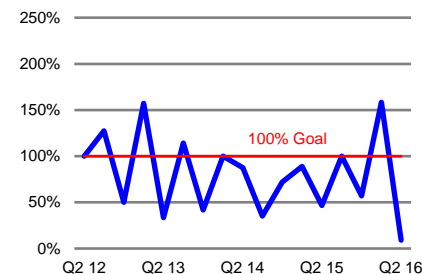
**Social Work** - In Q2 2016, the clearance rate was 9%, the Pending Caseload older than 250 business days was 48% and the percent closed within 250 business days was 50%.

Q2 2016 Caseloads:

Received=22, Closed=2

Pending over 250 days=47

Closed within 250 days=1



Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

# Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

## Clearance Rate

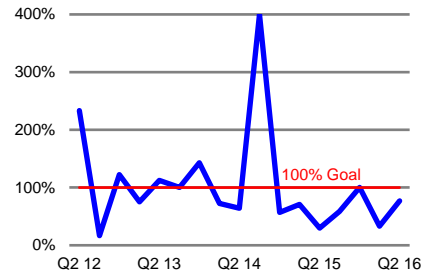
**Psychology** - In Q2 2016, the clearance rate was 77%, the Pending Caseload older than 250 business days was 50% and the percent closed within 250 business days was 40%.

### Q2 2016 Caseloads:

Received=13, Closed=10

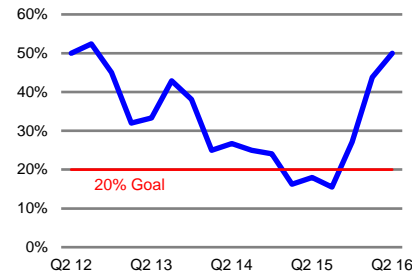
Pending over 250 days=34

Closed within 250 days=4

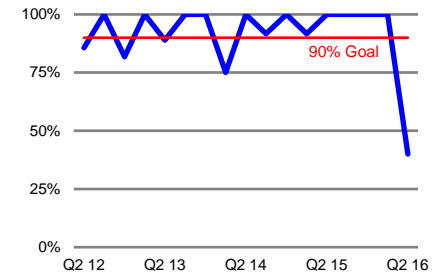


## Age of Pending Caseload

(percent of cases pending over one year)



## Percent Closed in 250 Business Days



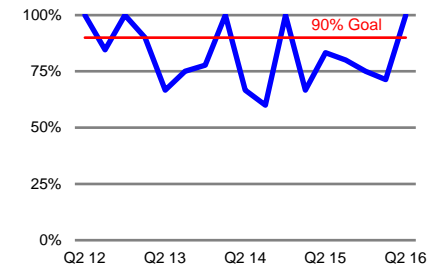
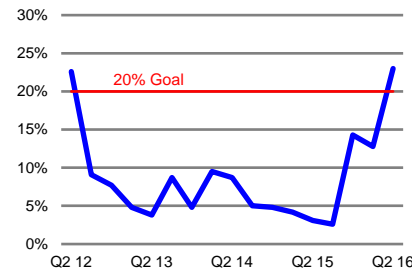
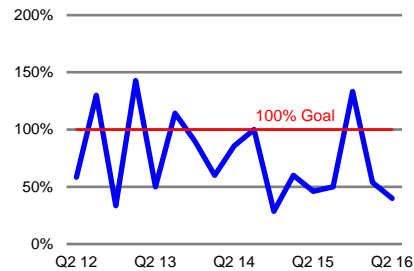
**Long-Term Care** - In Q2 2016, the clearance rate was 40%, the Pending Caseload older than 250 business days was 23% and the percent closed within 250 business days was 100%.

### Q2 2016 Caseloads:

Received=10, Closed=4

Pending over 250 days=10

Closed within 250 days=4



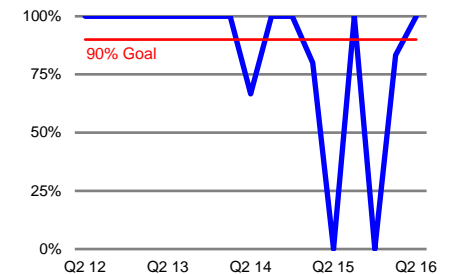
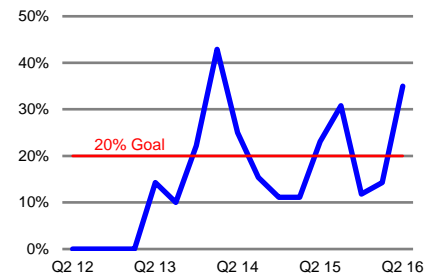
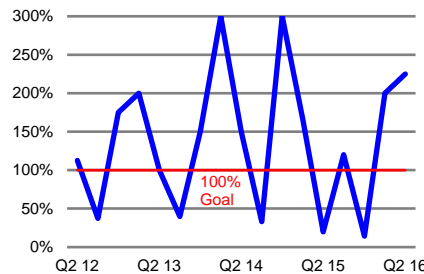
**Optometry** - In Q2 2016, the clearance rate was 225%, the Pending Caseload older than 250 business days was 35% and the percent closed within 250 business days was 100%.

### Q2 2016 Caseloads:

Received=4, Closed=9

Pending over 250 days=6

Closed within 250 days=9



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# Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

## Clearance Rate

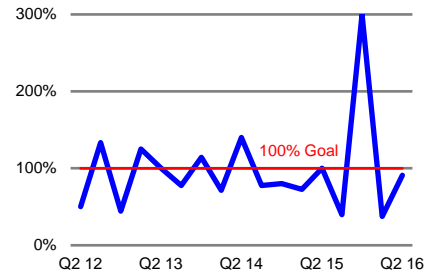
**Physical Therapy** - In Q2 2016, the clearance rate was 91%, the Pending Caseload older than 250 business days was 0% and the percent closed within 250 business days was 100%.

### Q2 2016 Caseloads:

Received=11, Closed=10

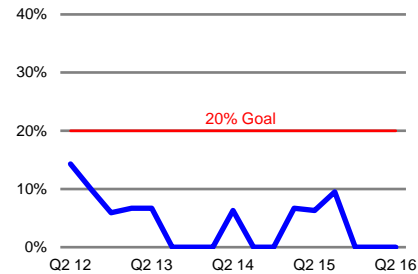
Pending over 250 days=0

Closed within 250 days=10

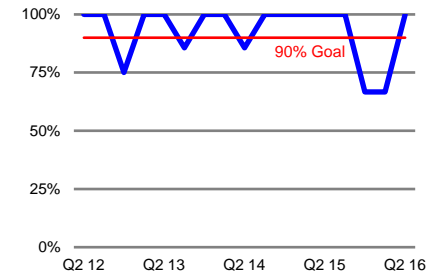


## Age of Pending Caseload

(percent of cases pending over one year)



## Percent Closed in 250 Business Days



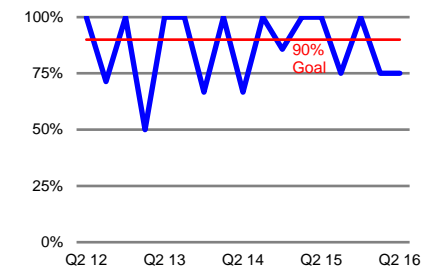
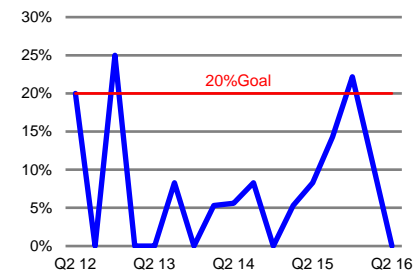
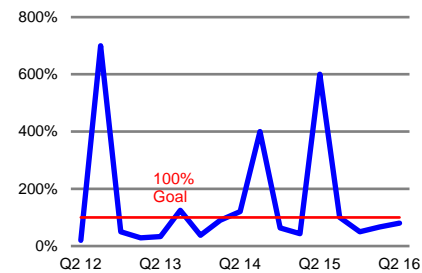
**Funeral** - In Q2 2016, the clearance rate was 80%, the Pending Caseload older than 250 business days was 0% and the percent closed within 250 business days was 75%.

### Q2 2016 Caseloads:

Received=10, Closed=8

Pending over 250 days=0

Closed within 250 days=6



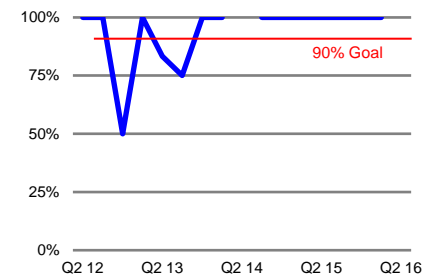
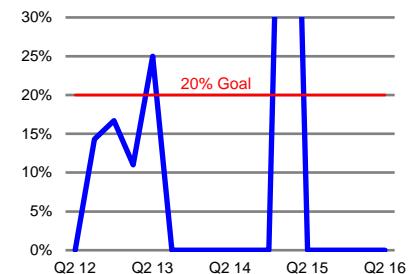
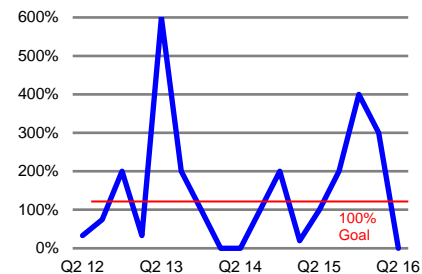
**Audiology** - In Q2 2016, the clearance rate was 0% the Pending Caseload older than 250 business days was 0% and the percent closed within 250 business days was 0%.

### Q2 2016 Caseloads:

Received=0, Closed=0

Pending over 250 days=0

Closed within 250 days=0



Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.